



IFW

PATENT  
Customer No. 25,537  
Attorney Docket No. 00-5019

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
Douglas J. COWELL et al. ) Group Art Unit: 2614  
Application No.: 09/692,926 ) Examiner: Le, Karen L.  
Filed: October 20, 2000 ) Confirmation No.: 8386  
For: METHOD AND SYSTEM FOR )  
CALL CENTER SCREENING )

**MAIL STOP Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In response to the Office Action mailed May 4, 2006, the period for response thereto extending through August 4, 2006, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 16 of this paper.